

## Pilot Test and Implementation Phase for Administration Activities

### Self-Service Store Management Process (using the AS400 System of the ADB)

Process Phase	Dependency	Exposure	Consequence	Remedy
Print replenishment report	Personnel present	Personnel absent	Unable to print report	1. Employ standard operating procedures – assumes another employee trained to do this
		Terminal Failure	Unable to access report	1. Use another terminal that works (if available) 2. Prior to December 31, 1999, devise way to print out reorder point and inventory on all items in each store and highlight items that will most likely need replenishing during the first 5-7 days of Y2K. Keep daily track of items expected to need replenishing for each day.
		Application failure <i>Is report on a COTS application?</i>	Unable to run report	1. Find another version of software or check other terminals for availability 2. See number 2 above
		AS400 or ADB failure	Unable to run and print replenishment report	See number 2 above
		LAN Failure	Unable to access ADB	See number 2 above
Receive items delivered – <i>Assuming this is an automated process</i>	Personnel present	Personnel absent	Unable to receive goods	1. Employ standard operating procedures – assumes another employee trained to do this
		AS400 System failure	Unable to access AS400 to automatically?	1. Keep log of items received each day to enter into system when it is available.

## Pilot Test and Implementation Phase for Administration Activities

Process Phase	Dependency	Exposure	Consequence	Remedy
<i>Assign number for location? – assume this is another step in the receiving process</i>	Personnel present	Personnel absent	Items are not assigned store location numbers	1. Employ standard operating procedures – assumes another employee trained to do this
		AS400 failure	Unable to automatically assign location to item	1. Back up item location list on disk using COTS application. 2. Use electronic list or log to track items assigned to store locations.
		LAN Failure	Employee is unable to access AS400 or other applications.	Same as above except use hard pre-printed copy of location lists.
Staff put-away items	Personnel Present	Personnel Absent	Store items are not put-away.	1. Employ standard operating procedures - assumes another employee trained and authorized to do this
Customers purchase items with credit card scanner	Cashier present	Cashier absent	Customers can not purchase items	1. Employ standard operating procedures – assumes another employee trained and authorized to do this.
	Credit card scanner operational	Credit card scanner failure	Unable to automatically enter purchase information and print receipts	1. Print blank receipts prior to December 31, 1999 and fill out by hand noting the NSN number of item purchased and the purchasers' credit card number, CAN number, name and phone number. 2. Other options?
		AS400 System failure	Unable to enter purchase information into the system and print receipts	Same as above
		LAN Failure	Unable to access AS400	Same as above

### Pilot Test and Implementation Phase for Administration Activities

Process Phase	Dependency	Exposure	Consequence	Remedy
Monitor prints out receipts complete with NSN, CAN and Credit card identification numbers	Personnel present	Personnel Absent	Unable to print receipts	1. Employ standard operating procedures – assumes another employee trained to do this.
	Credit card scanner operational	Credit card scanner failure	Unable to automatically enter purchase information and print receipts	1. Print blank receipts prior to December 31, 1999 and fill out by hand noting the NSN number of item purchased and the purchasers' credit card number, CAN number, name and phone number. 2. Other options?
		AS400 System failure	Unable to enter purchase information into the system and print receipts	Same as above
		LAN Failure	Unable to access AS400	Same as above
Mark receipts by day, month and year	Personnel present	Personnel absent	Receipts are not marked	1. Employ standard operating procedures - assumes another employee trained and authorized to do this
Print daily transaction report	Personnel present	Personnel absent	Unable to print report	1. Employ standard operating procedures – assumes another employee trained to do this
		Terminal Failure	Unable to print report	1. Use another terminal that works (if available) 2. Use a pre-printed report format to track daily transactions by logging receipts as a purchase is made. Cross reference daily report with inventory report to track items that need replenishing.
		Application failure <i>Is report on a COTS application?</i>	Unable to run report	1. Find another version of software or check other terminals for availability 2. See number 2 above
		AS400	Unable to run and print replenishment report	See number 2 above
		LAN Failure	Unable to access AS400	See number 2 above

### Pilot Test and Implementation Phase for Administration Activities

Process Phase	Dependency	Exposure	Consequence	Remedy
Print stock master report if end of accounting week	Personnel present	Personnel absent	Unable to print report	1. Employ standard operating procedures – assumes another employee trained to do this
		Terminal Failure	Unable to print report	1. Use another terminal that works (if available) 2. Use a pre-printed report format to track daily transactions by logging receipts as a purchase is made. Cross reference daily report with inventory report to track items that need replenishing.
		Application failure <i>Is report on a COTS application?</i>	Unable to run report	1. Find another version of software or check other terminals for availability 2. See number 2 above
		AS400	Unable to run and print stock master report	See number 2 above
		LAN Failure	Unable to access AS400	See number 2 above
Daily information flow from AS400 into ADB to DCRT. Orders generated and fed into RIMS	<i>Personnel Present?</i> Or is it system that processes?	Personnel Absent <i>Which personnel?</i>	Information not transferred to DCRT and replenishment orders not generated	1. Employ standard operating procedures - assumes another employee trained and authorized to do this
		Terminal Failure <i>Depends on whether dependant on personnel</i>	Unable to automatically authorize payment	1. Use another terminal that works (if available) 2. Use hard copy of Stock Master report to inform DCRT of items that are needed for each store. Fax report to pre-designated point of contact that will in turn forward to RIMS points of contact.
		ADB/AS400 Failure	Unable to automatically order replenishments	Same as number 2 above
		LAN Failure	Unable to access ADB	Same as above